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**TO: Economic Support Supervisors
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Training Staff
Child Care Coordinators
W-2 Agencies**

**FROM: Amy Mendel-Clemens
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BHCE/BWP OPERATIONS MEMO

No.: 03-44

Date: 07/28/2003

Non W-2 ☒ W-2 ☐ CC ☐

PRIORITY: HIGH

**SUBJECT: Online Medicaid Eligibility Handbook Rollout and Other
Income Maintenance (IM) Web Updates**

CROSS REFERENCE: None

EFFECTIVE DATE: July 18, 2003

PURPOSE

This memo will serve to inform Income Maintenance (IM) workers of recent and proposed changes to work-related materials on the web.

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BACKGROUND

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The Division of Health Care Financing (DHCF) in the Department of Health and Family Services (DHFS) is making improvements to its web site for IM workers. These improvements will serve to make work-related information more readily available to workers. The following Web sites are new or improved:

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MEDICAID ELIGIBILITY ONLINE HANDBOOK

http://www.dhfs.state.wi.us/em/ma_handbook/index.htm

The Medicaid Handbook is now online. There will be no more paper handbook releases. Effective with this memo release date, the paper Medicaid Eligibility Handbook is obsolete.

Adobe Acrobat Reader is required to use the handbook. Go to <http://www.dhfs.state.wi.us/getadobereader.htm> to download this free application.

Each chapter of the online handbook is a different pdf document. The same format and layout of the paper Medicaid Handbook is used. No changes were made from the 03-02 release of the handbook during the conversion. The next handbook release (03-03) will be made online. To be notified of Medicaid Eligibility Handbook releases, see the Policy Notification Sign-Up section below. You will need to sign up to receive an email when a new handbook release is made.

The new online MA Handbook also has a search engine so you can search for a word or words in the handbook. It will search each of the individual pdf documents and tell you in which chapter(s) the search criteria are found. Or, if you are in a specific chapter of the handbook, you can use Acrobat's "Find" function to search only that document for a word or words.

NOTE ➤ A binocular icon in the Acrobat toolbar represents the Find function.

CARES UPDATES

http://www.dhfs.state.wi.us/em/cares_updates/index.htm

CARES "moves" are updates or fixes to the CARES system. Each month, this page will include the moves that will have the greatest impact on CARES users. CARES moves are generally made each month on the Friday after adverse action. Move dates are planned in advance, however, for a variety of reasons, decisions may sometimes be made to delay or change move dates. This page will be updated monthly with the best information available.

POLICY NOTIFICATION SIGN-UP

http://www.dhfs.state.wi.us/em/policy_notification/signup.htm

Our email notification page has been updated. In the past, email notification lists were used exclusively for Operations Memos releases. We have now added two new groups: Food Stamp Program and Medicaid program information. Go to this page to sign up for the appropriate list.

- The Operations Memos list will continue to be used to notify individuals each time a new Operations Memo is released.
- The Food Stamp Program list will be used to notify individuals of FS Handbook releases or FS Program specific information.
- The Medicaid list will be used to notify individuals of Medicaid Eligibility Handbook releases or Medicaid program specific information.

Users may sign up for one or any combination of these lists. However, it is the users' responsibility to subscribe or unsubscribe to a group and to enter a correct email address when doing so.

DHFS FORMS AND PUBLICATIONS

<http://www.dhfs.state.wi.us/em/index.htm>

DHFS has converted many DWD forms and publications to DHFS forms. All Food Stamp Program, Medicaid Program, and Caretaker Supplement (CTS) Program forms and publications have been renamed as DHFS forms and can be found on the Eligibility Management Page, listed above.

The following web changes are planned in the near future:

Eligibility Management page reorganization

<http://www.dhfs.state.wi.us/em/index.htm>

This page serves as the one-stop shopping page for IM workers. It will be reorganized so that IM workers can easily find the information they need. Staff have suggested that there is too much information on the web and that it is not organized on a central page. This reorganization is in response to those concerns.

The CARES Call Center Page from DWD at

http://workweb.dwd.state.wi.us/desbfs/pages_callcenter/cares_center.htm will eventually be made obsolete since the CARES Call Center moved to DHFS. The information and links on this page will be incorporated into the Eligibility Management page.

Information on the new Eligibility Management page will include links to FS and Medicaid program descriptions, Administrator's memos, Operations Memos, Handbooks, Forms and Publications, Training, CARES sites, and other related sites.

Online CARES Case Directory

DHFS will soon stop printing and mailing the CARES Case Directory. We are in the process of developing a web-based Cased Directory that will be used to find information on a CARES caseload. Workers will be able to sort their cases by case number or primary person last name.

In addition, workers will be able to view information about their caseloads in a variety of ways, including those cases due for review. The tool can also be used to filter out specific types of cases such as FS only cases or SeniorCare only cases or a combination of case types.

The tool is designed to be flexible and easy to use. We believe workers, supervisors and managers will find this tool valuable. It is anticipated that implementation of the online CARES Case Directory will occur in the fall of 2003.

CONTACTS

BHCE CARES Information & Problem Resolution Center

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Telephone: (608) 261-6317 (Option #1)
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Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BHCE/DH